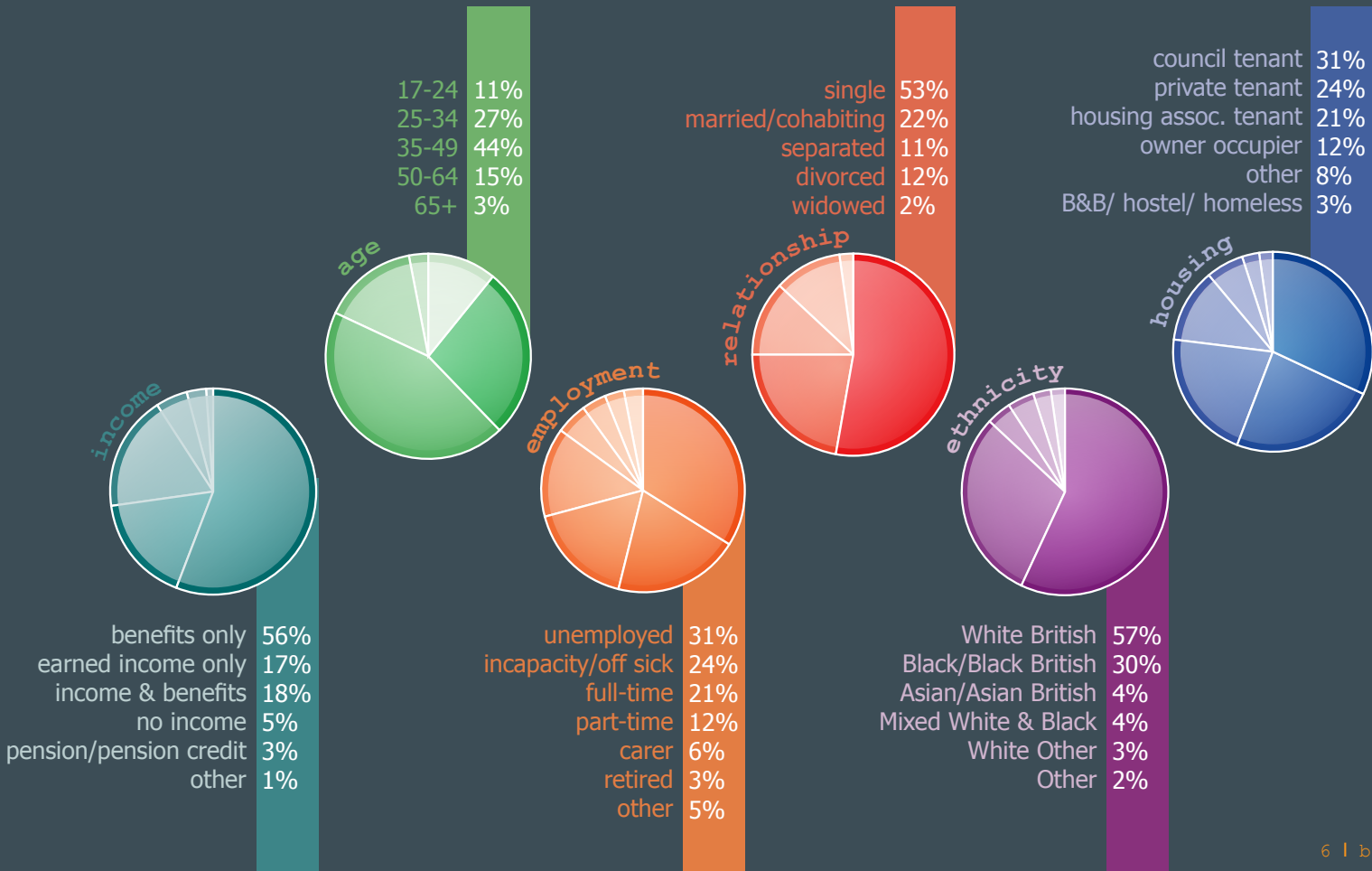


Each year we analyse various statistics for full casework clients. These results are from those clients taken on as new cases between April 2008 and March 2009. Compared with last year, there were not many significant changes in the demographic figures. However we did see an increase from 25% last year to 32% this year in the number of clients who describe themselves as disabled, in particular those who describe themselves as having a Mental Health Condition.

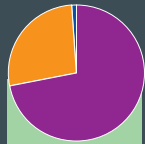


# quality

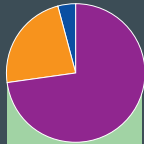
As last year, we asked clients who had used BDAC's services during 2008/2009 for feedback regarding the quality of our service. The responses demonstrate that our quality of service remains consistently high, with 87% of clients rating our overall service as 'Very Good'.

The feedback confirmed that the vast majority of clients feel supported and understood by BDAC and we were rated 'Very Good' by over 80% of clients in every category.

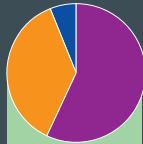
key:  better  same  worse



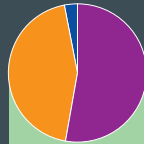
my overall ability to manage financially is:



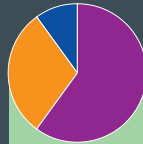
my ability to cope with my debts is:



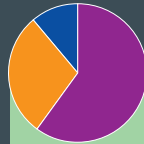
my household budgeting is:



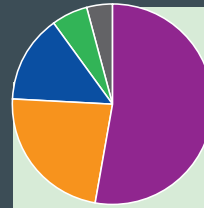
my relationships with my family are:



my self esteem is:



my levels of stress are:



how well are you keeping up with your bills and financial commitments?

23%: I am managing without any difficulties

53%: I am managing but it is a struggle from time to time

14%: I am managing but it is a constant struggle

6%: I am falling behind with some bills or financial commitments

4%: I am having real financial problems

# outcomes

We also asked clients who received advice in 2007/2008 about changes in their lives as a result of advice from BDAC. We were pleased to see that much of the feedback confirmed that our services really do make a positive and lasting difference to individuals and their ability to maintain control of their own finances.